

CC Docket No. 98-67  
June 27, 2002

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-A325  
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary

Ladies and Gentlemen:

Pursuant to Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service program submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2002.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service program includes all complaints about Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Sprint, or the State. This log includes the date the complaint was filed, the nature of the complaint, the date of resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, monthly totals, the number of complaints by category and the percentage that each category of complaint is of the total Service, Technical and Miscellaneous Complaints. The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2001, through May 31, 2002, Sprint processed sixty thousand, ninety-five (60,095) outbound calls on behalf of Wyoming Relay. A total of six (6) customer complaints were received, which is a rate of one hundredth of a percent (.01%). Of the six complaints, two were filed with supervisors at one of the eleven Sprint TRS centers, one was filed with Sprint Customer Service, one was filed with both a Sprint relay center supervisor and the State's program consultant, one was filed with both Sprint Customer Service and the Sprint Account Manager, and one was filed with both the Sprint Account Manager and the State's program consultant. Generally the complaints were resolved within a couple of days of the complaint being made. The longest amount of time to resolve a complaint was fifty-seven (57) days. None of the six complaints were escalated for action to the Federal Communications Commission.

Most of the complaints filed involved more than one issue or category of complaint. The natures of the complaints were as follows:

- Difficulty in retrieving voice mail messages (2)
- Switching of agents
- Unable to use calling card
- Difficulty in leaving message on answering machine
- Agent didn't follow customer instructions (2)
- Agent didn't keep customer informed (2)
- Agent hung up on the customer
- Agent didn't follow proper relay procedures and provided incorrect information
- Garbling
- Slow processing

Complaint resolution included:

- Agent (Communication Assistant) coached or retrained
- Set up outbound customer notes in database
- Technical problem fixed
- Information and instruction provided to customer

If the information contained within the annual consumer complaint log summary is not sufficient, or you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

Gary W. Child  
Administrator

LPC/mv

Enclosures: Consumer Complaint Log Summary, 12 pages (original and 4 copies)  
Wyoming Relay Complaint Tally Sheet, 2 pages (original and 4 copies)  
Electronic disk copy

cc: Erica Myers